

# 2001-2002 Biennial Report to the Legislature

Detailing agency operations and program activities  
during the period October 2000 to September 2002



**STATE OF MICHIGAN**  
***Family Independence Agency***  
**[www.michigan.gov/fia](http://www.michigan.gov/fia)**



JENNIFER M. GRANHOLM  
GOVERNOR

STATE OF MICHIGAN  
FAMILY INDEPENDENCE AGENCY  
LANSING



NANNETTE M. BOWLER  
DIRECTOR

May 2003

Governor Jennifer M. Granholm  
State Capitol  
Lansing, Michigan 48933

Majority Leader Ken Sikkema  
Michigan Senate  
State Capitol  
Lansing, Michigan 48933

Speaker Rick Johnson  
Michigan House of Representatives  
State Capitol  
Lansing, Michigan 48933

Dear Ms. Granholm, Messrs. Sikkema and Johnson:

Enclosed for your review is the Family Independence Agency's Biennial Report covering fiscal years 2001 and 2002. The Social Welfare Act requires this report to be published and circulated to the Governor and members of the State Legislature.

The report details cash assistance and child welfare activities in the Family Independence Agency and programs administered during the biennial period.

Individuals requesting additional information about the contents of this report, or further information about services provided by the Family Independence Agency, should contact the FIA Office of Communications, 235 S. Grand Ave., P.O. Box 30037, Lansing, Michigan 48909. Thank you for your continued support of welfare reform in Michigan.

Sincerely,

Nannette M. Bowler

copy: Members of the Michigan Senate  
Members of the Michigan House of Representatives  
Interested persons

enclosure

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## **Michigan's Family Independence Agency (FIA)**

operates under legislative precepts of the Social Welfare Act, Public Act 280 of 1939, which was significantly amended in 1975 and 1996. The act defines agency responsibilities to help individuals and families unable to protect themselves.

The FIA administers the federal Temporary Assistance for Needy Families grant and is Michigan's public child protection agency.

The Family Independence Agency helps meet the financial, medical and social needs of qualifying individuals and families who need temporary assistance; assists persons to become self-sufficient; and helps protect children and vulnerable adults from abuse, neglect, exploitation and endangerment.

Programs and services provided by the Family Independence Agency are intended to meet the objectives of the welfare reform blueprint *To Strengthen Michigan Families*: to strengthen families, encourage employment, increase personal responsibility and involve communities.

During 2001-02, the Family Independence Agency had an average of 13,000 classified employees. The principal categories of FIA employees include eligibility specialists, family independence specialists, child and adult services workers.

## **Employee recognition programs**

The Family Independence Agency focuses on meeting customer needs by building and maintaining a skilled work force. FIA staff persons are our most valuable resource. To this end, the agency has several employee recognition programs designed to meet our employees' needs for recognition.

The programs are the FIA Director's Recognition Program, FIA Quick Hit Program and the FIA T.E.A.M. Award. These programs allow for both individuals and teams to receive various recognition for outstanding performance and being instrumental in implementing suggestions which improve the agency's effectiveness.

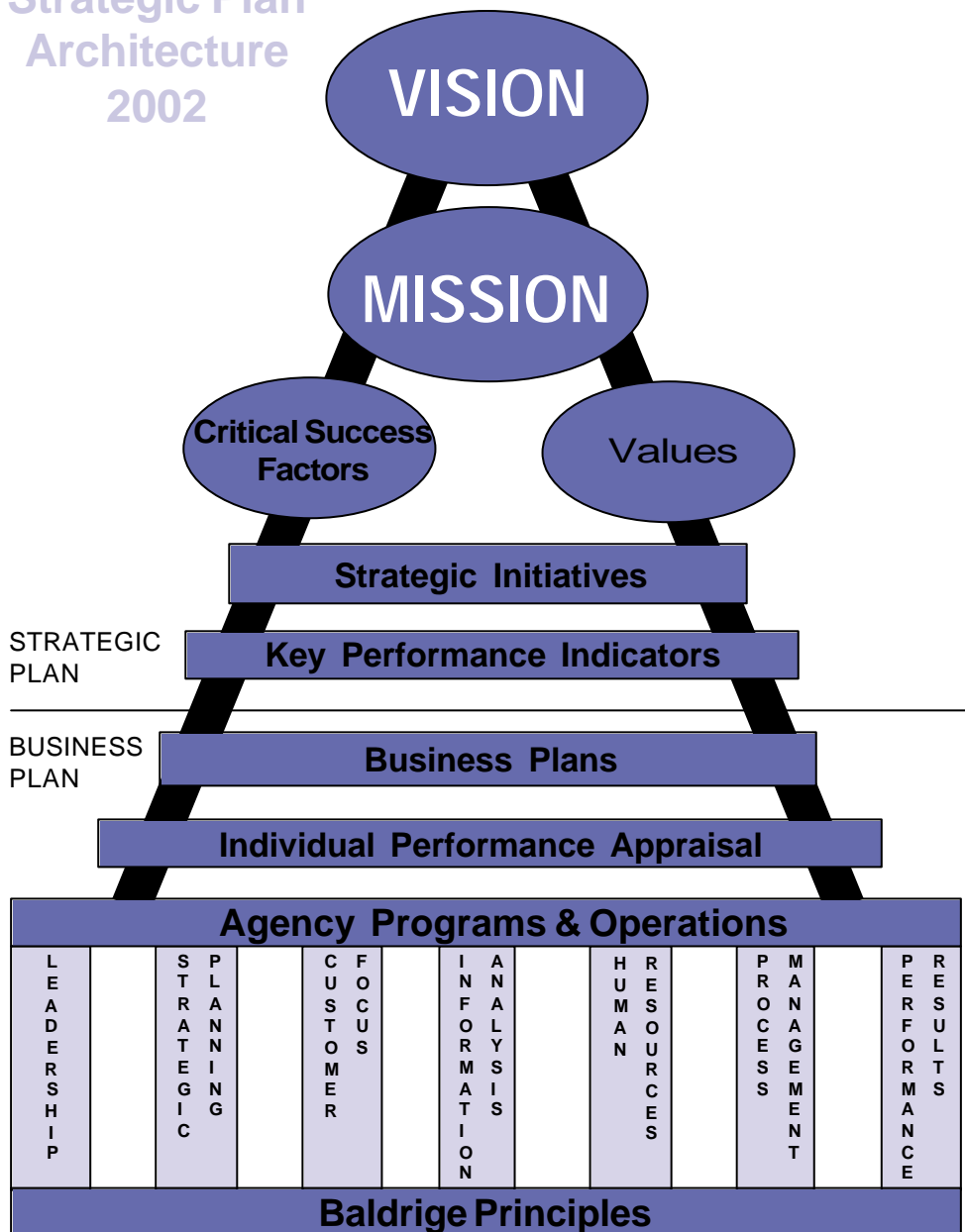
In FY 2002, the FIA director identified 16 employees from around the state and rewarded them with recognition through the Director's Recognition Program. Also in FY 2002, the Quick Hit Program processed 261 suggestions with 38 awards. There were three T.E.A.M. awards made to FIA employees.

The FIA established a partnership with Civil Service Office of Performance Excellence by participating in the State of Michigan Quality Recognition System Program. This program provides recognition and cash awards to teams who design new work processes that enhance value to our customers through improved services.

In FY 2002, there were 21 FIA employee teams that were awarded Quality Recognition System awards ranging from \$1,500 to \$3,000.



Michigan FIA  
Strategic Plan  
Architecture  
2002



## FIA Strategic Plan

<b>VISION:</b> The FIA will be the Local, State and National leader in human services delivery through employee commitment, customer focus, technology, innovation and effective partnerships.	
<b>MISSION:</b> Through community leadership, the FIA helps to improve the Quality of Life in Michigan by protecting children and vulnerable adults, delivering juvenile justice service, and providing support to strengthen families and individuals striving for independence.	
<b>CRITICAL SUCCESS FACTORS (CSF) AND INITIATIVES:</b>	
<b>CSF #1-Continuously improve internal and external customer focused service delivery</b> <ol style="list-style-type: none"> <li>1. Child Support Enforcement System</li> <li>2. Customer Information Management System Drug Testing</li> <li>3. Family Focus Integrating Child &amp; Family Services &amp; Family Independence Services</li> <li>4. Customer Focused Service Delivery</li> <li>5. Foster Parent Recruitment</li> <li>6. Adult Services for Protection &amp; Independence</li> <li>7. Diversity Initiative</li> <li>8. Customer Self Service</li> <li>9. Response To FIA Assessment</li> </ol>	<b>CSF#2-Attract, develop and retain high quality employees</b> <ol style="list-style-type: none"> <li>1. Leadership Academy</li> <li>2. Competency Based Human Resources System</li> <li>3. Worker Safety &amp; Law Enforcement Information Network</li> </ol>



# 2002-2005

**VALUES:** Customer Focus, Meeting Employees Needs, Action Oriented, Long Term Focus, Integrity, Teamwork

**MOTTO:** We strengthen individuals and families through mutual respect and mutual responsibility.

**CSF#3-Focus on performance management**

1. Food Stamp Accuracy
2. Strength Based Solution Focus Service Delivery
3. Development of Outcomes

**CSF#4-Demonstrate leadership in national/state policy development and innovative human services delivery**

1. Child Care Integrity
2. Role in Federal Policy Development
3. Family Formation & Parental Responsibility

**CSF#5-Align our resources, policy, technology, budget and planning processes to Agency priorities**

1. Strategic Use of Data & Data Warehousing
2. Policy Reengineering
3. Realignment of Juvenile Justice System Capacities

**CSF#6-Develop, strengthen and improve service delivery partnerships**

1. Central Collections
2. Permanency Through Performance Contracts
3. Balanced & Restorative Justice
4. Community Based Family Service Delivery
5. Community Supports for Teens in Foster Care
6. Information Technology Initiatives

## Financial Assistance Programs

**Cash assistance** is a benefit available to qualifying Michigan citizens from the Family Independence Agency. As a result of welfare reform changes enacted since 1995, adult cash assistance applicants are required to participate in Work First and other work-related activities unless they are deferred for reasons related to health, disability, family status or emergency conditions.

### Child Development and Care

Child day care subsidies are provided to eligible families when the parent, legal guardian or other caretaker is unavailable to provide care because of employment, limited education or training, or because of a health or social condition for which treatment is being received.

For low-income families not receiving Family Independence Program benefits, the Family Independence Agency pays 70-95 percent of allowable child care expenses. Funding for child care comes from several sources, both federal and state.

In fiscal year 2002, the average caseload in the program was 59,999 serving 117,941 children. The average payment per child was \$325.70 per month.

### Child Support and Paternity Establishment

The FIA Office of Child Support directs the child support program in Michigan. Its staff help establish paternity and obtain child support payments from non-custodial parents through cooperative efforts with county prosecutors and Friend of the Court offices.

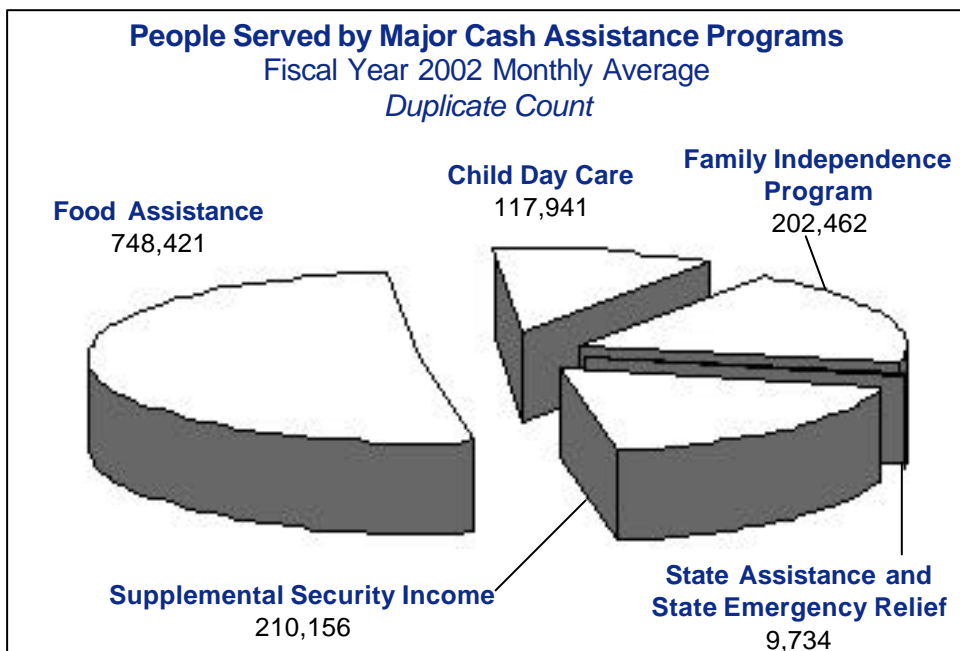
The Office of Child Support works closely with the Michigan Department of Community Health and birthing hospitals on paternity acknowledgment programs. From the time the Office of Child Support began working together with the Michigan birthing hospitals and the Michigan Department of Community Health, the paternity establishment rate in unwed births has continually increased.

In calendar year 2001 there were 45,557 unwed births reported in Michigan. Community Health data indicate paternity was established for 42,034 children. A pilot program was conducted offering genetic testing at the hospital at the time of birth and additional time to register birth certificates. In calendar year 2001 the pilot hospitals increased their establishment rates by 11 to 18 percent reaching as high as 87.7 percent at one pilot hospital.

## The Child Support Program

In FY 2002 more than \$1.45 billion in child support was paid to Michigan families. This amount exceeds collections from the previous year by nearly 7 percent. In addition, more than \$83 million in child support was retained by Michigan to reimburse the state and federal governments for the cost of grants for families receiving Family Independence Program (FIP) benefits. The average collection per FIP case was \$427 in the FY 2002, a 25 percent increase from FY 2001.

Many families that no longer receive FIP still receive child support. Michigan's child support program sent over \$462 million to former FIP families. The overdue support collected through federal income tax offsets for the FY 2002 totaled \$89.1 million and the amount of overdue support collected through state income tax offsets was \$10.4 million. For more on child support see the "Technology" section of this report.



### Family Independence Program (FIP)

In 1996, the federal entitlement benefit AFDC was renamed FIP in Michigan. FIP provides financial assistance to families with children. Federal welfare reform legislation sets a five-year lifetime limit on receipt of FIP benefits, but the legislation allows states to pay similar benefits with state funds after that time.

In 2001, the average number of monthly recipients was 193,217. In 2002, it was 202,462. The average number of cases was 69,543 in 2001 and 73,453 in 2002. The average monthly grant was \$402.14 in 2001 and \$415.54 in 2002.

## **Food Assistance**

Food Assistance supplements the food purchasing power of low-income families. The U.S. Department of Agriculture funds 100 percent of food benefits. The state and federal governments share administrative costs. The Family Independence Agency determines eligibility for food assistance and administers benefits distribution.

While federal welfare reform legislation did not set lifetime limits on acquisition of food stamps, it set strict requirements for adults age 18-49 who do not have dependents. Since December 1996, these recipients have been required to participate in work-related programs or provide hours of community service equal to their benefit divided by the federal minimum wage. If they do not, benefit availability is limited to three consecutive months during any three-year period.

The average monthly number of households receiving food benefits in 2001 was 274,525. In 2002, it was 326,699. The average monthly allotment in 2001 was \$153.50 per household and \$67.62 per individual. In 2002, it was \$165.20 per household and \$72.14 per individual per month. This was the equivalent of \$2.39 per day per person.

## **Food Assistance Program Accuracy Challenge**

This initiative was started to lower errors in food assistance processing, which could cost Michigan millions of dollars in fines from the federal government if not abated. Payment accuracy initiatives include Technical Assistance teams that assist local staff with case reading, training and consultation, case reading, workload management, policy simplification web-based and traditional training, systems enhancement and support, and the development and sharing of best practices.

Michigan's adjusted Food Assistance Program error rate was 13.9 percent for fiscal year 2001. For Fiscal Year 2002, Michigan's error rate, pending federal adjustment, was 12.72 percent. An increase in participation of 36 percent since December 2000, a hiring freeze and budgetary constraints created new barriers to program improvement during this period. Despite continuing budgetary constraints and the impact of 2002 early retirements, FIA remains focused on improving accuracy via system support for direct service staff, a targeted approach to high error categories, and a concentration of efforts in high risk urban offices.

## **Low Income Home Energy Assistance Program (LIHEAP)**

This provides financial assistance to help meet home energy costs and is funded from a combination of state and federal sources. In 2002, LIHEAP assisted 379,000 households. Most assisted households receive a single benefit payment which averaged \$146 in 2002.

## **Medical Assistance**

The Family Independence Agency determines eligibility for a number of medical assistance programs administered through the Michigan Department of Community Health. These include Medicaid, the low-income health care program for families; the State Medical Program, that provides health care for qualifying

families not eligible for Medicaid; Healthy Kids, a Medicaid program for pregnant women and children age 15 and younger in families whose income is up to 150 percent of the federal poverty level; Medicaid for low-income disabled individuals; and MICHild, a health care program for children under age 19 in families whose incomes are 150-200 percent of the federal poverty level.

In 2002, a monthly average of 1,211,816 persons qualified for Medicaid. In January 2003, there were 56,925 recipients in the State Medical Program, 32,188 recipients of MICHild and 324,002 recipients of Healthy Kids.

### **Project Zero**

Project Zero is an initiative began in 1996 aimed at achieving 100 percent employment for non-deferred Family Independence Program recipients. To help customers obtain employment, FIA staff members work with them to eliminate barriers to work and promote personal and family independence. Communities define barriers to employment and develop individualized plans to remove them.

Additional resources are developed through coordinated efforts with state agencies including Michigan Department of Career Development, Michigan State Housing Development Authority and Michigan departments of Transportation and Community Health. Community agencies in Project Zero sites are encouraged to provide resources, as well.

Project Zero became a statewide initiative on October 1, 2000 being carried out in 103 county or Wayne County district offices. Through September 2002, 92 Project Zero sites reached “zero” at least once — a point in time when all non-deferred FIP cases were working and earning income.

For information on Project Zero sites, see the FIA website at <http://www.michigan.gov/fia> and select Inside FIA, Welfare Reform History, “Project Zero.”

### **State Disability Assistance (SDA)**

SDA provides cash assistance of up to \$264 per month for single persons who have been disabled at least 90 days and have not qualified for federal Supplemental Security Income (SSI) payments. SDA is available for customers that do not qualify for SSI and those with pending applications for SSI.

For many persons, this is interim assistance until SSI is approved. A monthly average of 8,045 persons received SDA during FY2000. The average payment was \$238.52 per month. A married couple, where at least one member has a disabling condition, may receive up to \$403 per month.

### **State Emergency Relief (SER)**

SER provides immediate help to individuals and families facing conditions of extreme hardship or emergencies which threaten health and safety. It helps low-income households meet emergency shelter, food, utility and home repair needs and provides burial assistance. It is provided as direct financial assistance from FIA or as contractual service delivered through a network of nonprofit organiza-

tions.

In 2001, a total of 33,288 Michigan households received SER averaging \$666.10. In 2002 a total of 30,696 households received SER averaging \$583.20. Through an agreement with The Salvation Army, SER provides statewide emergency shelter to all persons who request it.

### **Supplemental Security Income (SSI)**

SSI provides financial assistance to people who are aged, blind or disabled. Funding is predominately federal and is administered through the Social Security Administration. The state supplements federal SSI payments. For persons residing in care homes, the state provides supplements which are included in the federal SSI checks they receive each month. The state also supplements persons living independently or in the household of another. Eligible recipients are sent a separate check from the Family Independence Agency once each calendar quarter. SSI recipients are automatically eligible for Medicaid in Michigan.

In Michigan, the average monthly SSI caseload was 208,821 in 2001 and 210,924 in 2002. The state supplement totaled \$58.1 million in 2001 and \$57.5 million in 2002.

### **Work First Orientation**

Beginning October 1998, it was mandatory for all new public assistance applicants to attend a general and individual orientation session given by FIA and Work First, and to participate in Work First activities as a condition of receiving assistance.

Through an agreement with Michigan Department of Career Development (MDCD), the Work First program concentrates on moving FIP recipients into employment as quickly as possible. The chief component of Work First activity is job club and job search. Work First can also provide the full range of employment, training and educational component activities. Support services including transportation and day care are available to customers. MDCC assists FIP recipients until case closure.

# Services Programs

Services are provided to children, youth, adults and families who meet eligibility criteria. Services programs are delivered by FIA employees in local offices, through contract with other agencies, or through other agencies administered by the FIA.

## **Adult Services**

### **Adult Community Placement**

This program provides assistance to individuals and families in locating and selecting licensed community care facilities for people who can no longer live independently. Program staff are responsible for assuring that a monthly supplemental payment is made to enrolled adult foster care and home for the aged providers for all Medicaid-eligible residents in those facilities. During 2001, the average number of adults receiving services each month was 6,410 and 6,365 for 2002.

### **Adult Protective Services**

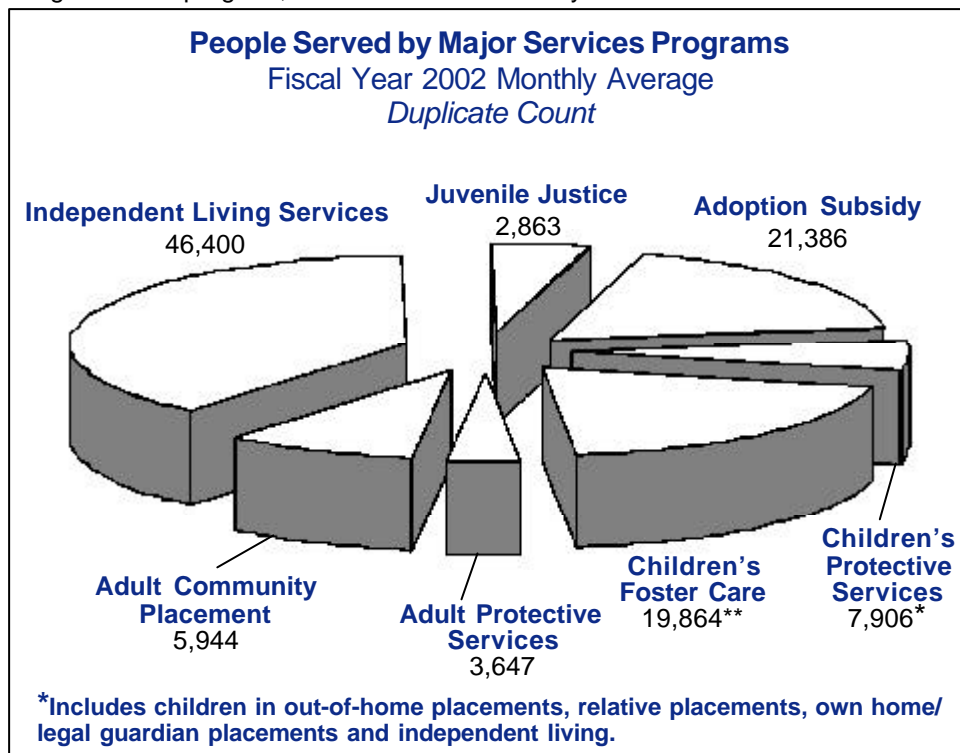
Program staff persons investigate allegations of abuse, neglect or exploitation and provide protection to vulnerable adults. Substantiated complaints require the FIA to begin an investigation within 24 hours. In 2001, there were 9,639 cases made active and the average monthly caseload was 3,551. In 2002 there were 9,900 cases made active and the average monthly caseload exceeded 3,641. Case determinations: 71 percent of cases were neglect, 14 percent abuse, and 15 percent exploitation.

### **Home Help Services**

This is an independent program for Medicaid-eligible individuals who need personal care assistance to remain in their own homes. Customers choose service providers who assist them with essential activities of daily living including eating, bathing and taking medications. Home Help payments were provided to more than 39,000 persons per month in 2001; and more than 40,675 per month in 2002. Total program expenditures exceeded \$158 million in 2001 and \$160 million in 2002. Michigan Department of Community Health is responsible for policy and budget for this program, which is administered by FIA staff.

## Physical Disability Services

This program provides adaptive aids to Medicaid-eligible adults who are certified by a physician as being physically disabled. Services include mobility aids such as ramps, life chairs and specialized wheelchairs, and other adaptive equipment. Training for independent living, counseling and occupational, speech and physical therapy are also available to enable living in the least restrictive environment. During the 2001-02 biennial period, about 2,500 persons each year were provided with physical disability services at a cost of more than \$1.3 million annually. Michigan Department of Community Health is responsible for policy and budget for this program, which is administered by FIA staff.



## Children's Services

### Adoption

The Family Independence Agency and private adoption agencies under contract to the agency work to provide permanent homes for children who are permanent state wards under agency supervision. In some cases, the FIA can also provide a subsidy to support day-to-day care of the children, treatment of medical conditions, or both. Adoption finalizations of state and court wards totaled



2,927 in fiscal year 2001 and 2,831 in fiscal year 2002. FIA adoption subsidies provide basic support for adopted special needs children. In September 2002, FIA was paying 21,984 adoption subsidies at an average payment of \$667.95 per month.

### **Adoption Services**

Contracts have been established in seven regional centers to provide post-adoption support to families that have adopted special needs children. These centers provide information and referral, crisis intervention, coordination with community services, support groups and training.

Michigan received a federal award for exceeding its baseline of finalized adoptions. In September 2001 Michigan received an award of \$622,382. In March 2002 the amount of the award was \$1,297,618. In September 2002, the award was \$980,000.

The incentive award funded a variety of initiatives to support and strengthen services to adoptive families throughout the state. These include professional and adoptive parent training, adoption awareness campaigns, crisis intervention services, family stabilization in-home services, wraparound services, educational advocacy, mentoring and support groups for adoptive families and camp scholarships for children.

### **Before or After School Program**

Family Independence Agency allocates through contracts up to \$11 million in TANF funds for programming that provide kindergarten through ninth grade youths with a safe, engaging environment to motivate and inspire learning outside the traditional classroom setting. Funding is intended to offer quality before- and after-school programs that provide youths with programs that combine academic, enrichment and recreation activities to guide learning and inspire children and youth in various activities. Services must be focused toward children whose family income is less than 200 percent of the federal poverty income guideline. Each program includes parental involvement and at least three of the following topics:

- Pregnancy prevention.
- Non-medical services provided to address chemical abuse and dependency.
- Gang violence prevention.
- Academic assistance that must include assistance with reading and writing.
- Preparation toward future self-sufficiency.
- Leadership development.
- Case management or mentoring.
- Anger management.

### **Children's Foster Care**

This program is available for children who cannot safely remain in their own home because of incidents of serious abuse and/or neglect. Foster care services are delivered through a partnership between the FIA and private child

care organizations. About 60 percent of children placed in a foster home living arrangement are supervised through contracts with private agencies. The program supervises children placed out-of-home and works with families for reunification, if possible. It also seeks permanent homes for children when return is not possible and, when necessary, petitions the court for legal termination of parental rights.

The number of children in out-of-home foster care placement has decreased in the last year. In October 2001 the number of children placed out-of-home was 11,209. The total was 10,583 by September 2002. Out of home placement includes FIA and private agency foster home, public shelter homes, residential care centers, private institutions and others. Relative home placements have increased from 6,138 in October 2001 to 6,227 in September 2002.

### **Children's Protective Services (CPS)**

Michigan law mandates these services to help prevent harm to children from non-accidental physical or mental injury, sexual abuse, exploitation or neglect by a person responsible for the child's health or welfare. FIA staff members provide assistance through investigating and substantiating reports of abuse and neglect. CPS staff members also work with families to enhance their ability to care for children, refer families to appropriate community resources, coordinate community service programs and provide public information on neglect and abuse. When necessary to promote the safety of children, CPS staff persons petition the court for removal of children from abuse, and neglect situations.

In fiscal years 2001 and 2002, CPS investigated 67,284 and 69,565 cases, respectively. In those years, 16,494 and 16,577 cases were substantiated that resulted in abuse or neglect to 28,646 and 29,805 victims.

Services implemented July 1, 1999 target resources and provide a more accurate screening of individuals who represent risk to children. A CPS investigation results in one of the following classifications:

- Category V "Services not Needed"—no evidence of child abuse or neglect.
- Category IV "Community Services Recommended"—no evidence of child abuse or neglect but assessment indicates low or moderate risk of future harm to the child.
- Category III "Community Services Needed"—evidence of child abuse or neglect exists. Assessment indicates a low or moderate level of future harm to the child. FIA will assist the family in receiving community services. FIA may reclassify the case as category II if family refuses to participate in community-based services. The person who harmed the child is not listed on central registry.
- Category II "Child Protective Services Required"—evidence of child abuse or neglect and assessment indicates a high or intensive risk of future harm to the child. FIA must open a protective services case and provide necessary services. Perpetrator's name will be listed on central registry.

- Category I “Court Petition Required”—FIA determines child abuse or neglect exists and one or more of the following are true:
- A court petition is required under another provision of the Child Protection Law.
- The child is not safe and a petition for removal is needed.
- The agency previously classified the case as a category II and the family does not voluntarily participate in services.
- There is a violation of specific sections of the criminal code involving the child.

The five-category law assures that the level of CPS intervention is commensurate with the ongoing risk to the child.

### **Peer Review**

This program was established to develop and implement the comprehensive review of the state Children's Protective Services program. Field supervisors conduct reviews of each county CPS program. Areas of the review include Quality Complete Files (policy and procedure compliance), Continuous Quality Improvement Practices and Customer Satisfaction.

Since its inception, 81 counties have been subject to the review process, including four sections in Wayne County. Additionally, nine counties have been re-reviewed. The process evaluates compliance in 62 policy areas, 19 of which have been identified as directly impacting child safety. Comparative data between FY 2000 and FY 2001 reflects improvement in 18 of those 19 areas. Overall compliance statistically improved significantly in 56 of 62 policy areas.

### **Children's Trust Fund**

The Children's Trust Fund is an independent, public non-profit organization dedicated to the prevention of child abuse and neglect. It promotes the health, safety and welfare of Michigan's children through public education, information dissemination and the funding of community-based child abuse prevention programs.

In Fiscal Year 2002 the Children's Trust Fund funded: 69 local child abuse and neglect councils that served 81 counties; 56 community-based direct service prevention grants; 11 public awareness-outreach grants; and administered 64 Zero to Three secondary prevention programs funded by Michigan Department of Education and Family Independence Agency. Michigan Department of Community Health remains a collaborative partner, however funding was cut in 2002. Collectively, this network of prevention programs provided information and support to more than 800,000 Michigan children and families.

The Children's Trust Fund does not receive a state appropriation. It is funded through revenue from direct donations (individual and corporate), children's license plate sales, grants and special fundraising activities.

## ***Disability Services***

### **Disability Determination Service**

The Disability Determination Service works with the Social Security Administration to determine the eligibility of Michigan residents for benefits under the federal SSI and Social Security Disability Insurance programs.

In fiscal year 2001 DDS made 81,679 initial determinations, 642 reconsideration determinations, 14,379 SSI child claim determinations and 1,513 hearing determinations. The DDS conducted 31,651 continuing disability reviews (CDRs).

In FY 2002 the number of initial determinations was 89,610 and reconsideration determinations were 305. There were 15,586 SSI child claims and 1,752 hearing determinations as well as 30,802 CDRs processed.

The number of reconsideration determinations is considerably lower than the previous fiscal years because Michigan is one of 10 states using a new process to make disability determinations. Under this process, begun in 1999, the reconsideration step was eliminated from the appeal process.

The DDS is also responsible for disability determinations for the Office of State Retirement, which includes retirement systems for state employees, Michigan public school employees, Michigan State Police and state judicial employees. In FY 2001, the DDS made 1,145 disability retirement determinations and 1,084 were made in FY 2002.

The DDS also processes claims for State Disability Assistance (SDA) and for the Medicaid program. In FY 2001, the Medical Review Team prepared 29,917 initial SDA determinations and 35,523 initial Medicaid determinations. In FY 2002, 35,995 SDA determinations and 37,376 Medicaid determinations were processed.

The State Hearing Review Team (SHRT) handles the first step in the appeal process for SDA and Medicaid claims. SHRT made appeal determinations on 3,107 SDA claims and 4,245 Medicaid claims in FY 2001 and prepared 3,529 SDA and 4,585 Medicaid appeal claims in FY 2002.

### **Michigan Commission for the Blind**

Michigan Commission for the Blind (MCB) provides opportunities to individuals who are blind or visually impaired to achieve independence and/or employment. MCB has a five-member governor-appointed policy board and 111 staff throughout Michigan. The agency provides services to an average of more than 5,000 Michigan citizens annually. Of this group, MCB staff annually serve: 2,500 persons through vocational rehabilitation programs; 450 persons in the MCB Training Center in Kalamazoo; 1,000 persons age 55 and older in independent living programs; and 500 in the youth low-vision program. The MCB Business Enterprise Program licenses 100 individuals who are blind to operate vending stands, snack bars and cafeterias in public and private buildings.

## **Michigan Commission on Disability Concerns (MCDC)**

This agency (MCDC) responds to and advocates for Michigan's 1.7 million citizens with disabilities. It has 21 members who are appointed by the governor. MCDC works with Michigan's business community, people with disabilities, governments, nonprofit agencies and the public to enhance opportunities for and promote greater understanding of citizens with disabilities. Commission priority areas include increasing employment opportunities for people with disabilities, disability rights training and technical assistance, and leadership development for youth with disabilities. The Division of Deafness has a 13-member board. It provides services, information and technical assistance on issues important to an estimated 600,000 deaf and hard-of-hearing Michigan residents.

In June 2002, MCDC hosted the third Michigan Youth Leadership Forum for high school students with disabilities.

## ***Family Services***

### **Child Protection: Working Together As Community Partners**

This initiative is a statewide collaborative effort that involves local Multi-Purpose Collaborative Bodies. Services are voluntary and parents may choose not to participate. It supports sustainable community-based services to families that are either substantiated, low-moderate risk children's protection cases (Category III) or unsubstantiated referrals to children's protective service (Category IV).

### **Child Safety and Permanency Plan**

Child safety and permanency plans are developed in each county as a process to address the need for safe, targeted, outcome driven, county based programs to increase responsible and safe community alternatives for children and youth at risk of removal from their families. The goals of the CSPP process are to prevent the removal of children and youth from their homes, to accelerate the return of children to their families, and to provide in an expeditious manner permanent, stable safe family alternatives for those children and youth whose family crisis cannot be remedied.

### **Community Action Agencies**

Michigan's 30 Community Action Agencies (CAAs) are the largest human service network outside of state government. CAAs target services to people with income at 125 percent of the federal poverty level. Family Independence Agency funding is combined with funds from other local, state and federal sources to operate and support services to broaden economic opportunities and to lift the barriers to self-sufficiency. CAAs serve about 105,000 households each year through a combination of funds and resources. FIA funding to CAAs includes:

- Community Services Block Grant (CSBG) Discretionary funds in 2001 and 2002 supported innovative community projects. Activities included: the creation of prescription assistance program, activities to prevent

homelessness and support low-income families with securing safe and affordable housing, developing resources to support fatherhood, energy conservation education to assist families with reducing energy consumption, activities to support self-sufficiency and job readiness, in-home services for frail, elderly, low-income persons, and implementing case management and follow-up systems.

- State Emergency Funds (SEF): CCAs used these funds to assist low-income household with relocation, home ownership, heat & utilities, information and referral, household contents, medication, and other needs. The SEF program was established in FY 1996 and received annual funding of \$2 million in FY 1996 through FY 2001. Funding for the FY02 program was reduced to \$500,000 by Executive Order. However, FIA funded CAAs with \$3 million in FY02 to expand the SEF program in FY02 via the Michigan Public Service Commission Low Income Energy Assistance Grant.

### **Direct Support Services**

Direct Support Services (DSS) may include transportation, clothing, car purchase or repair for someone working or seeking work. Michigan Department of Career Development pays DSS for Family Independence Program customers not participating at Work First -- mainly customers receiving Food Assistance, Medical Assistance and/or Child Development and Care services. The Family Independence Agency also provides Family Support Services (FSS), a subset of DSS, for FIP clients even if they are participating at Work First. FSS pays for services such as counseling and mentoring programs. The Family Independence Agency had these expenditures in FY2002 for these services: vehicle purchases \$3,016,372 relocation expenses: \$115,133 child care: \$148,960 vehicle repair: \$3,778,264 clothing: \$201,746 transportation: \$146,854; and other ESS costs: \$673,423 Child care and transportation expenses were paid to participants when attending Family Support Services activities and Work First orientation.

### **Early On Collaboration**

Early On is Michigan's program of early intervention services under federal legislation that requires the collaboration of public and private agencies to provide a statewide comprehensive, multidisciplinary, interagency system that provides early intervention services for infants and toddlers with disabilities and their families. The lead agency is the Michigan Department of Education, which in 1993 signed an interagency agreement with Michigan Department of Community Health and the Family Independence Agency to implement services to families with infants and toddlers age birth to three. Children must have a developmental delay or an established condition that may result in a developmental delay to qualify for services under Part C.

About 13,000 children and their families were served through the statewide collaboration in FY 2002. Family Independence Agency staff provided training to about 1,200 persons.

### **Families First of Michigan (FFM)**

This program is designed to protect children by strengthening families. Its purpose is keep families with abuse and neglect risk factors safely intact and avoid the high costs of out-of-home placement by safely removing crises, not children, and helping families make positive lasting changes. Families First of Michigan services are also available to children in out of home care needing reunification services to return home.

It is an intensive, short term, in-home, crisis intervention and family education program. Intervention services include but are not limited to both hard and soft services. FFM workers use family assessments to assist families in developing interventions. Intervention services can include teaching parenting skills, counseling, training on budgeting or housekeeping skills, advocacy and making appropriate use of community resources. FFM services are available and accessible to the family 24 hours, 7 days a week.

There were 4,251 families served in FY 2002.

### **Family Group Decision Making (FGDM)**

Family Group Decision Making is a process that utilizes family group conferencing to help families and their kinship network to develop a safety plan for care of children who have been identified by Children's Protective Services at risk due to abuse or neglect. This includes an information sharing segment – where professionals and participants identify risk – and a “private family time” segment where a safety plan is developed by the family kinship network without any professionals present.

All parties later return to present and review the family's plan. The Child Protective Services specialist must approve the plan which identifies how members will support and actively participate in providing the safety elements necessary to assist the family to successfully keep their children safe within their family or kinship network. Michigan's FGDM model includes the support of an advocate for up to one year to assist the family to implement their plan in the community.

In FY 2002 pilot sites had a capacity to serve 325 families. From October 2000-June 2002, 158 families with 515 children were referred. Successful case closures totaled 93 percent. Successful case closure is where the case closes and children remain in their home.

### **Family Reunification Program**

This program provides an array of intensive home based services that last 4-6 months and enables parents with children in out-of-home placement to safely return home earlier with assistance from the program. A team approach is used with the family. The team consists of one team leader and two family workers. Each family worker works with six families and the team leader works with all 12 families. Services are delivered in the home 8-12 hours the first two weeks and an average of 4-8 hours the remaining weeks. Services are available 24 hours a day 7 days a week.

## **Michigan Domestic Violence Prevention and Treatment Board**

The Michigan Domestic Violence Prevention and Treatment Board, whose members are appointed by the governor, is housed in FIA. The board coordinates federal and state funding to a network of private nonprofit agencies that provide emergency shelter, advocacy, counseling and transportation to adult victims of domestic violence and their children in all 83 counties. In fiscal year 2002 there were 231,366 shelter nights provided to 12,913 adult victims and their children.

The board also works closely with FIA children's services programs, the Prosecuting Attorneys Association of Michigan, Michigan Judicial Institute, State Court Administrative Office, Michigan Commission on Law Enforcement Standards, Michigan State Police and the Michigan Coalition Against Domestic and Sexual Violence to develop and implement new training, policies and protocols. The board collaborates with Families First programs to strengthen the safety net for children and their parents as they leave emergency shelter.

The board initiated a Transitional Supportive Housing pilot project for adult victims of domestic violence and their dependent children in February 2000. Its focus is to provide safe, single family occupancy units coupled with necessary support services and resources to move a domestic violence survivor and their dependent children to independent maintenance of safe, affordable, and permanent housing. Supportive services include employment assistance, individual and group support, advocacy, parenting education services, children's services, childcare and transportation.

There were 1,783 customers served through this program that used 85,916 nights of service. More than 2,000 customers received ancillary services including individual and group counseling and help with employment, financial planning, child care, transportation, tutoring and training.

Board-administered rape prevention and services grants support 29 sexual assault victim service agencies that provide 24-hour crisis hotlines, direct emergency intervention services, counseling, advocacy, and community education.

The Michigan Resource Center on Domestic and Sexual Violence is a collection of video and print materials that address the issues of domestic and sexual violence. The Resource Center is a collaborative effort between the board and the Michigan Coalition Against Domestic and Sexual Violence. The materials are available to loan for individuals and organizations working in Michigan to end violence against women as well as to the public. The information found in this unique collection can be used for training, counseling, community education and research.



## **Migrant Services**

Migrants are an integral part of Michigan agriculture. This program provides migrant laborers with access to child day care, food assistance, medical care, emergency services and other benefit programs in the FIA. During the growing season 89 bilingual employees working out of 27 FIA county or district offices help migrant families gain access to needed services.

More than half the estimated 10,000 migrant families who annually come to Michigan receive FIA services. The FIA coordinates services through an inter-agency committee at the state level in cooperation with 11 regional migrant councils. In 2002 services were provided to more than 5,000 migrant families comprising more than 15,000 individuals.

## **Native American Affairs and Indian Outreach**

This program has the mission to encourage, support, protect and strengthen Native American children and families in their journey through the provision of services that respect heritage, honor tradition, and encourage community. This is carried out through partnerships between the FIA Office of Native American Affairs and the 12 federally recognized tribes of Michigan, Michigan's state historic tribes, Indian organizations, the federal government, and other community and state organizations.

Efforts of FIA Indian outreach workers and the Office of Urban Indian Affairs in 12 counties across the state have resulted in 4,500 individuals receiving services during the year, or 8 percent of the 12 counties' Native American population. Additional responsibilities of this program include but are not limited to policy and program development, resource coordination, advocacy, training and technical assistance, and coordination of efforts to ensure implementation of applicable state and federal laws pertaining to Native Americans.

## **Strong Families/Safe Children**

This is Michigan's community-based statewide collaborative initiative for the federal "Promoting Safe and Stable Families" legislation that provides funds to states for new and enhanced family preservation, family support, time-limited reunification, and adoption promotion and support services. The federal program was formerly named the "Family Preservation and Family Support Services Act.

The goals are child safety, permanency and improved family functioning to strengthen families. To achieve this Strong Families/Safe Children funds must be used for new and enhanced services in the following four service categories: family preservation-placement prevention; family support; time limited family reunification; and adoption promotion and support services.

The program served 124,119 families in FY 2001.

## **Wayne County Permanency Pilot**

The Wayne County Permanency Pilot moved from pilot to a permanent system for payment based on performance. All agencies that participate in the foster care Family Assignment System in Wayne County. There are 14 agencies currently participating.

They are paid using a performance based payment system that reimburses a portion of their costs based on achieving performance goals rather than on volume of days served. The purpose is to reduce the number of days a child spends in foster care and to increase the number of children in successful placements (parent, relative, legal guardian, independent living) or who have parental rights terminated and are adopted.

Contract foster care service providers receive initial payments and lowered per diem (lower than the general foster care rate) for each child entering care and may receive performance and sustaining payments for achieving goals. Providers can use these funds in a flexible manner to create services or provide needed goods that meet the needs of the child and family.

## **Wraparound**

This is responsible for statewide development and implementation of the Wraparound Process for children and families at risk of placement. The process can be applied to youth living in their own home, with relatives or in foster care. It is a strength based, family centered, needs driven process based on inter-agency collaboration and working with community resources.

The child and family team is made up of formal and informal resources with a coordinator to facilitate the team meetings. The parent(s) and child(ren) are integral parts of the team and must have ownership in the individualize plan.

Statewide, 37 contract agencies provided service to about 740 families in FY 2002.

## **Zero to Three Secondary Prevention Program**

This program is designed to promote strong, nurturing families and prevent child abuse and neglect. The program is a collaborative effort of Michigan departments of Education, Community Health and the Family Independence Agency and is administered by the Children's Trust Fund. It provides intervention where substantiated child abuse and neglect has not taken place but the probability of occurrence is greater than the general population. The program is designed to:

- Foster positive parenting skills.
- Improve parent-child interaction.
- Promote access to needed community services.
- Increase local capacity to serve families at risk.
- Improve school readiness.
- Support healthy family environments that discourage alcohol, tobacco, and other drug use.
- Reduce the incidence of child abuse and neglect.

In fiscal year 2002 there were 42 Zero to Three programs funded statewide that served more than 18,000 families. The number of programs was reduced from 64 to 42 when the Department of Community Health's funding (\$1.75 million) was cut. Current allocations consist of \$2 million from Department of Education and \$4 million from the Family Independence Agency for a total budget of \$6 million.

## **Special Services**

### **AmeriCorps Program**

AmeriCorps is the national services movement that engages thousands of Americans to address critical community problems. Since April 1996, the FIA has received an AmeriCorps grant to provide health care awareness for Medicaid-eligible families.

During 1999, the FIA Health Service Corps provided 35,513 hours of community service in 18 Michigan counties. They provided health care information to 27,455 families and provided information about the WIC and maternal and infants services programs to 9,330 Medicaid-eligible families. In September 1999, the Health Service Corps completed its mission.

The FIA submitted another application and was awarded another three-year grant. This new grant provides services to children in foster care or in danger of going into the system. In FY 2000 the grant provided services to 1,457 children. Services include but are not limited to mentoring, tutoring, community services activities, supervision for juvenile court wards, supervising after school enrichment programs, supervising parental visits with children in foster care, and community clean up.

In addition, the program recruits community members to volunteer with the program. During our first grant year, the AmeriCorps members were able to recruit more than 400 volunteers that gave more than 9,397 hours of service to the local communities.

### **HIV/AIDS Related Services**

Provides advocacy services for more than 3,500 persons each year with HIV and AIDS helping them access programs, services and community resources. More than 500 FIA employees have been trained in HIV and AIDS awareness. The Drug Assistance Program makes life-prolonging drugs available to 600 people with HIV who otherwise could not afford them. The Insurance Assistance Program paid private medical insurance premiums for more than 280 people in fiscal years 2001 and 2002, enabling a number to return to work. Wayne County Child and Family Services' medically fragile unit provides case management and support services for more than 110 children and their caretaker parents who are infected with HIV.

### **Refugee Services**

Michigan resettles 2,500-3,000 refugees each year. Refugees are persons from around the world granted asylum by the federal government. Eligible refugees receive financial assistance, medical assistance, employment assistance, health screening, and foster care for unaccompanied minor children. Expenditures for the refugee program total about \$12 million each year, all federally funded.

In 2002 an average of 2,660 refugees per month received cash grants and

medical assistance and 2,712 received employment services including 1,462 placed in employment at an average of \$7.90 per hour. In addition, 1,262 received health screening and 250 children were in foster care or independent living placements through the unaccompanied refugee minors program.

### **Volunteer Services**

More than 56,000 volunteers provided 1.3 million hours of services to FIA customers. Services included transportation, socialization, tutoring, childcare and mentoring. Volunteers help FIA with clerical support, serve as case aides and provide childcare in FIA offices for recipients. In FY 2001 and FY 2002, individuals donated more than \$20 million in volunteer hours of service. Another \$14 million was contributed in money, holiday gifts, furniture, appliances, household goods, camperships for children and other items to meet the special needs of FIA customers.

## ***Youth and Teen Services***

### **Juvenile Justice Services**

The FIA Bureau of Juvenile Justice provides for the care and supervision of delinquent youth referred to the agency from the Circuit Courts. With input from local offices and courts, the FIA provides a variety of public placement options ranging from community-based programs to security facilities. All treatment programs are comprehensive, individualized and provide educational services, counseling, employment services, family assistance, crisis intervention and recreation. The FIA increased treatment capacity for special needs youth with substance abuse and/or sex offense backgrounds. When possible, the youth's family is incorporated into the total treatment program. During fiscal year 2000, the FIA assisted local offices to establish and maintain family or community-based options to divert appropriate youth from residential centers or accelerate reintegration of youth returned to the community.

The FIA operates 563 residential treatment beds in campus-based programs at the following sites: W.J. Maxey Training School near Whitmore Lake; Shawono Center, Grayling; Nokomis Challenge Program, Prudenville; Adrian Training School, Adrian; Bay Pines Center, Escanaba; and community-based residential care centers in Flint, Bay City, Kalamazoo and Lansing.

During FY 2001 and 2002, BJJ operated facilities modified their treatment programs and security practices in response to the changing nature of the offenders referred to the facilities. Several units within the various facilities specialize in treating juvenile offenders with extensive substance abuse histories, multiple mental health issues and/or have committed sex offenses.

In October 2002, there were 2,358 delinquent youth under FIA wardship. Of those wards, 197 were in foster homes, 383 in FIA institutions, 71 were in independent living, 751 resided in their own home or a guardian's or relative's home, 32 were in out-of-state residential placements, 657 were in private institutions, 63

were in residential care centers, and 204 were in other placements.

The Bureau of Juvenile Justice continues to encourage and support development of the balance and restorative justice (BARJ) philosophy and values in communities throughout the state. The fifth statewide conference will be held in May 2003, featuring national and state leaders in this field and annually attended by approximately 450 stakeholders. An excellence awards program initiated in 2001 recognized communities that have placed emphasis on building a strong foundation of support for the restorative philosophy and that work collaboratively to integrate restorative practices into the juvenile justice system.

Michigan is one of eight states selected by the U.S. Department of Justice for special emphasis in restorative justice. Teams from the eight states meet in roundtable discussions twice annually to learn from each other and to develop national leadership strategies.

The Juvenile Accountability Incentive Block Grant Ad Hoc Committee has designated an additional \$100,000 for community development, and education related to restorative justice. These funds, combined with similar awards to 19 communities in 2000, continue to expand the base of knowledge throughout the state. The Michigan Committee on Juvenile Justice has designated \$300,000 of Juvenile Justice and Delinquency Prevention Act monies for four counties to receive up to \$75,000 to plan for implementation of the Building Restorative Communities initiative developed by BJJ.

All BJJ employees, including those who work in the institutions, have received training in the BARJ philosophy and restorative practices have been implemented in the BJJ-operated facilities. A Victims Advisory Committee has been established to assist in development and implementation of strategies to address victims' issues in the juvenile justice system.

### **Homeless Youth Services**

These programs serve youth age 16-21 who are homeless or are at risk of being homeless without adequate supervision or care. Funding is provided through federal Chafee funds and state funds.

During the biennial period 694 eligible youth were served in 12 nonprofit homeless youth programs under contract with the Family Independence Agency. Services include crisis intervention, case management.

### **Runaway Services**

These programs serve youth age 10-17 who have run away or are at risk of becoming runaways. Funding is provided through federal and state funds. During the biennial period 8,579 eligible youth were served in 27 nonprofit runaway youth programs under contract with the Family Independence Agency. Services include crisis intervention, case management, counseling, placement, prevention, and community information and referral.

## **Teen Parent Program**

Teen parents receive services designated to strengthen their capacity to meet the financial, nutritional, psychological, developmental and general health needs of their children. The services include universal home visits, comprehensive assessments, comprehensive service plans, case management, crisis intervention, male responsibility and minor parent services.

Support services such as career planning, counseling day care, education, training, and employment-services are provided to assist in the prevention of welfare dependence. The program served 1,249 teen parents in FY 2002.

## **Youth in Transition**

Youth in Transition supports the provision of independent living services for youths that are not available from other resources. Since the passage of John H. Chafee Independent Living Act of 1999 this fund source is available to all youth in Michigan who are age 14-21 who are or have been in foster care based on abuse and neglect status on or after their 14<sup>th</sup> birthday.

Youth are eligible regardless of whether their foster care case is currently open. Services include housing assistance for youth over age 18, educational and employment supports, youth mentors, youth focus groups, life skills training, and other assistance that is designed to prepare youth to be self-sufficient after the foster care case has closed.

The FIA served 558 youth through the program in FY 2001.

## ***Program Integrity***

### **Office of Inspector General (OIG)**

The Office of Inspector General is a criminal justice agency in the FIA responsible for investigating instances of alleged fraud in programs administered by the agency, reviewing administrative policies and procedures, and recommending ways to improve accountability, fraud deterrence and detection. In 2001, the office was placed into state statute as a required entity within the FIA. The office assists the agency in maintaining integrity and accountability in the administration of all programs.

In addition to internal agency efforts, OIG actively partners with local, state & federal law enforcement agencies to investigate allegations of vendor and service provider fraud, waste and abuse associated with programs administered by FIA. All investigations found to contain the elements of fraud are forwarded to the appropriate prosecuting authority for criminal disposition or are sent to the appropriate authority within the FIA for administrative action.

During FY2001 and FY 2002, OIG partnered with local state and federal agencies to combat fraud committed via Electronic Benefit Transfer including food stamp trafficking. OIG provides technical and analytical support for investigative efforts into retailers and recipients who are alleged to be improperly buying or selling food benefits.

In fiscal years 2001 and 2002, OIG staff completed more than 11,500 fraud

investigations. This resulted in reimbursements being ordered in excess of \$15.1 million. In FY 2000, Michigan was second in the nation for determining dollar value of fraud in post-certification welfare fraud investigations.

In FY 2001, Michigan was second in the nation for the obtaining disqualification consent agreements and convictions for welfare fraud investigations. During FY 2001 disqualification and consent agreements combined with convictions totaled 3,374.

The office director is a member of the Criminal Justice Information System Policy Council. The council oversees policy of the Law Enforcement Information Network (LEIN) and the Automated Fingerprint Identification System (AFIS).

Through the council OIG advocated for changing LEIN policy for missing children under FIA supervision to be reported to local law enforcement agencies as "Absent Without Legal Permission" or AWOLP. In October 2002 all AWOLP children are now entered on LEIN as "missing/endangered". This requires the children to remain in the LEIN system until found or removed by the entering law enforcement agency. This information is now forwarded to the National Crime Information Center for access nationwide by law enforcement agencies.

During FY2002, OIG successfully piloted a front-end eligibility investigation project. The project targeted assistance applications and re-certification requests that contained suspect or suspicious information for further review and investigation. The pilot project resulted in 27 percent of all suspect targeted assistance applications and re-certification requests evaluated being denied, withdrawn, or resulting in a reduction of benefits that would have been issued. At the close of the biennial period this project was being developed for statewide implementation.

The public may electronically report fraud complaints through the FIA web site or through the Welfare Fraud Hotline – 1 (800) 222-8558.

### **Office of Internal Audit**

The Office of Internal Audit examines and evaluates the Family Independence Agency's activities and internal controls. The office is responsible for implementation of a comprehensive audit plan to provide management information on the adequacy of agency activities and internal controls. All agency activities are subject to audit by the Office of Internal Audit.

During fiscal years 2001 and 2002 the Office of Internal Audit completed audits of 26 FIA local and district offices, 102 audits of FIA contractors, and 12 internal or special audits. In addition staff completed hundreds of desk reviews of FIA sub-recipient audit reports prepared by independent certified public accountants during fiscal years 2001 and 2002.

The Office of Internal Audit also maintains a web site where independent certified public accountants can access payment data and federal funding information for use in their audits of FIA sub-recipients. Audit reports prepared by the Office of Internal Audit are also available on the web site: [http://www.michigan.gov/fia/1.1607.7-124-5458\\_7697—\\_00.html](http://www.michigan.gov/fia/1.1607.7-124-5458_7697—_00.html)



## Technology Programs

Technology and well-integrated applications play an integral role in efficient public assistance service delivery and protective services. FIA continued to focus on the use and integration of technology in the 2001-2002 biennium.

### **Customer Information and Management System (CIMS)**

FIA started work on the integration of its three major systems: Automated Social Services and Information System (ASSIST), client Information System (CIS) and Local Office Automation (LOA2) into the Customer Information and Management System (CIMS). CIMS, when completed, will provide a single, online application for local office staff instead of three. All work currently being done in the three systems is evaluated to also facilitate integration into CIMS. An initial effort, CIMS Early Release, was completed in May 2002, adding a web front end to modernize the appearance of CIS, the oldest of the three systems. ASSIST has been stabilized and enhancements to improve worker productivity continue. Additional interfaces between major systems have been implemented, including CIS to LOA2 and the Services Workers Support System (SWSS) to CIS. Other interfaces are being planned between ASSIST and LOA2, the FIA Data Warehouse and the Department of Career Development's Management Information System (MIS).

### **Electronic Benefits Transfer (EBT)**

Electronic Benefits Transfer is an innovative vehicle to delivering government benefits by combining the best of electronic technologies. Instead of paper food stamps and paper checks, Family Independence Agency (FIA) customers are issued a debit card to purchase food products and access cash benefits. The food assistance portion of this project is required by the federal welfare reform act of 1996. This debit card is called the Michigan Bridge Card. The EBT program includes approximately 4,400 retailers and over 4,000 ATMs statewide. The statewide rollout began in June 2000, and was completed July 1, 2001 for food and cash benefits. Eventually, EBT will also deliver Women, Infants, Children (WIC) services, and some child day care benefits.

### **Michigan Child Support Enforcement System (MiCSES)**

Required by the federal Family Support Act of 1988 and the welfare reform act of 1996, the purpose of MiCSES is to provide a statewide, automated system for the collection, disbursement, and enforcement of child support payments. The system must comply with federal and state requirements as well as meet the business needs of the FIA Office of Child Support, county Friend of the Court offices and prosecuting attorneys.

MiCSES provides Michigan with an advanced statewide system of technology to better serve the child support program that:



- Shares case information statewide providing valuable case tracking ability.
- Improves customer service providing statewide access to case data.
- Enhances enforcement activities to locate case members, collect payments and monitor case compliance.
- Provides for efficient payment processing.
- Improves monitoring of health care coverage.
- Provides more comprehensive case management capabilities.

As the biennial period closed Michigan was in the final stages of the federal certification process for its statewide, computerized enforcement system mandated by the federal government. Statewide implementation of MiCSES Generation 2 is under way and will be completed by September 30, 2003.

### **Michigan State Disbursement Unit (MiSDU)**

The MiSDU is the single physical work unit responsible for the receipt and disbursement of state child support payments. In Michigan, it is the location of all activity for centralized collections mandated by the 1996 federal welfare reform act. Federal requirements for MiSDU include:

- Providing one location for employers to submit income-withholding payments.
- Operating the program through a state agency or contractor responsible to the state agency. Michigan has contracted ACS to operate the facility.
- Disbursing all payable amounts within two business days after receipt from the source when sufficient information identifying the payee is provided.

In November 1999 Michigan Public Act 161 was enacted to provide the authority for the MiSDU to receive and disburse child support payments. Since its implementation the MiSDU has processed all employer-generated income withholding payments.

In FY 2002 the MiSDU handled over \$960 million in child support payments. During FY 2003 individuals who are not subject to income withholding will also have their payments redirected to the MiSDU. By the end of 2003 all child support payments will be receipted and disbursed by the MiSDU.

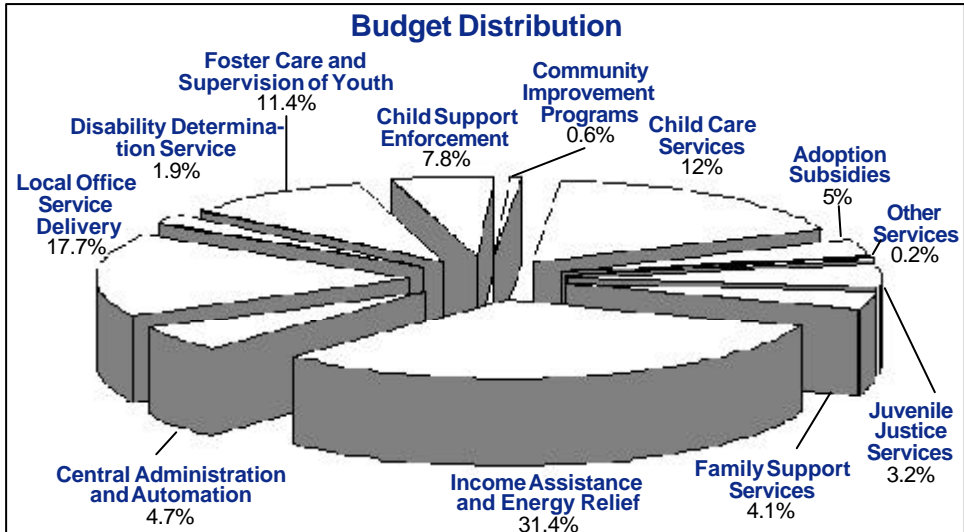
### **Service Worker Support System (SWSS)**

The Service Worker Support System is designed to support case processing for FIA workers who deliver protective services, foster care, juvenile justice and adoption services. The Adult Services Comprehensive Assessment Program (SWSS ASCAP) and Children's Protective Services (SWSS CPS) components were functional statewide prior to FY1998. In February 2001, FIA began to implement SWSS for the Children's Foster Care, Adoption and Juvenile Justice programs (SWSS FAJ). As SWSS FAJ was implemented in a local office, the information from Children's Services Management Information System was converted to SWSS FAJ. The conversion and implementation was completed statewide by December 2001.

SWSS FAJ contains an automated interface with CIMS for demographic information and Model Payments System for foster care board and care payment authorizations. Current development activity is focused on adding non-scheduled payment functionality and Structured Decision Making including case service plans for Children's foster Care. This new functionality is scheduled for implementation during calendar year 2003. SWSS FAJ is built on a new technical platform viable for supporting multiple programs. Plans are also in place to move SWSS ASCAP, SWSS CPS and the central registry to the new environment to create a fully integrated support system for services programs.

# Financial

## Family Independence Agency Fiscal Year 2002 Appropriations



### Total Agency Budget

<b>Income Assistance and Emergency Relief</b> .....	<b>\$1,207,500,000</b>
Family Independence Program, Food Assistance, State Disability Assistance, Supplement Security Income, Low-Income Energy Assistance Program, State Emergency Relief	
<b>Community Improvement Programs</b> .....	<b>\$22,400,000</b>
Community Services Block Grant, Urban and Rural Empowerment/Enterprise Zones	
<b>Child Support Enforcement</b> .....	<b>\$298,700,000</b>
<b>Juvenile Justice Services (State Operated)</b> .....	<b>\$121,400,000</b>
Community-Based, Detention and Treatment Services	
<b>Disability Determination Service</b> .....	<b>\$72,000,000</b>
<b>Family Support Services</b> .....	<b>\$156,500,000</b>
Family Preservation, Teen Parent Counseling, Rape Prevention, Domestic Violence, Direct Support Services, Social Services to Physically Disabled, Children's Trust Fund, Refugee Assistance	
<b>Child Care Services</b> .....	<b>\$461,400,000</b>
<b>Adoption Subsidies</b> .....	<b>\$191,000,000</b>
<b>Foster Care and Supervision of Youth</b> .....	<b>\$435,200,000</b>
Foster Care, Child Care Fund, County Shelters, Youth in Transition, Interstate Compact	
<b>Local Office Service Delivery</b> .....	<b>\$680,200,000</b>
Management and Support, Direct Service Delivery staff, Family Independence Specialists, Eligibility Specialists, Volunteer Coordinators and other staff	
<b>Central Administration and Automation</b> .....	<b>\$179,100,000</b>
Central Administration, Data Systems Development and Operations, Commission for the Blind, Commission on Disability Concerns	
<b>Total</b> .....	<b>\$3,833,400,000</b>

*Family Independence Agency*  
**Fiscal Year 2002 Financing Sources \***  
**Current Year Operations**  
*rounded to nearest \$1,000*

Expenditures .....	\$3,868,028,000
GF / GP Sources .....	\$1,153,272,000
Federal Sources .....	\$2,580,901,000
Local Sources .....	\$54,619,000
Private Sources .....	\$30,591,000
Other Sources State Restricted .....	\$48,633,000
Operating Transfers .....	\$5,,000
Services .....	\$7,000

\*FIA financial statements as of Sept. 30, 2002

**Vendor Judgment Data for FY 2001 and 2002**

	<b>FY2001</b>	<b>FY2002</b>
Number of landlords paid:	204	203
Number of cases paid:	358	399
Number of payments:	4154	4250
Total amount paid:	\$83,203.47	\$89,479.87
Total processing fee:	\$ 4,154.00	\$ 4,250.00
Total grant deduction:	\$87,357.47	\$93,729.87

# County Statistics —

## FY 2002

County	Total Recipients of FIP, SA, SER EA, FS	FIP			State Assistance		
		Cases	Recipients	Payments	Cases	Recipients	Payments
Entire State	755,373	73,453	202,462	\$355,460,411.68	7,989	8,045	\$22,867,232.41
Alcona	881	56	149	252,784.71	6	6	17,218.00
Alger	566	27	60	98,890.88	3	3	12,681.00
Allegan	5,071	330	779	1,462,237.08	46	46	156,611.00
Alpena	3,108	182	468	830,443.18	54	54	105,794.09
Antrim	1,100	60	138	265,612.59	16	16	57,704.00
Arenac	1,798	111	268	470,372.38	17	17	62,739.20
Baraga	542	36	89	149,461.44	9	9	10,582.00
Barry	2,986	210	506	930,301.97	35	35	116,961.00
Bay	9,310	747	1,983	3,529,187.67	82	82	281,547.47
Benzie	748	36	84	152,825.25	11	11	37,772.00
Berrien	16,597	1,657	4,447	7,804,739.04	95	95	320,488.50
Branch	3,025	205	544	945,442.93	28	29	103,258.00
Calhoun	13,101	1,273	3,154	5,780,695.04	148	148	491,026.18
Cass	4,683	300	747	1,363,108.30	29	30	105,003.70
Charlevoix	1,162	56	118	218,051.01	16	16	48,264.50
Cheboygan	2,235	117	272	516,368.66	19	19	60,811.36
Chippewa	2,787	165	460	753,927.09	60	60	147,676.00
Clare	3,784	259	654	1,174,051.72	34	35	122,463.60
Clinton	2,063	120	277	546,052.52	15	15	51,030.00
Crawford	1,425	78	193	320,887.85	9	9	32,032.00
Delta	3,233	194	503	850,257.88	29	29	74,247.50
Dickinson	1,544	90	224	371,543.94	36	36	65,362.30
Eaton	4,698	338	841	1,525,144.71	30	31	123,229.50
Emmet	1,303	60	136	249,923.27	73	75	126,823.10
Genesee	51,914	6,465	17,905	32,238,488.53	361	365	1,149,986.47
Gladwin	2,221	148	368	641,299.37	19	19	69,983.80
Gogebic	1,547	115	289	484,345.23	8	8	27,698.00
Grand Traverse	3,200	139	314	639,342.78	89	89	237,992.70
Gratiot	2,807	169	414	743,490.09	20	21	67,368.50
Hillsdale	2,976	198	529	918,862.13	31	31	103,356.50
Houghton	2,634	139	366	597,952.38	41	41	107,547.50
Huron	2,460	117	331	537,039.28	28	29	92,458.37
Ingham	21,663	1,946	5,382	9,987,253.33	203	205	525,881.80
Ionia	3,831	277	730	1,342,801.35	19	19	82,740.50
Iosco	2,774	143	410	669,309.22	13	13	47,197.50
Iron	938	68	171	283,722.49	16	16	50,768.00
Isabella	3,784	273	679	1,204,285.14	31	31	101,836.76
Jackson	11,847	1,148	3,058	5,285,153.12	60	60	214,516.00
Kalamazoo	17,913	1,636	4,466	8,256,394.23	189	189	645,313.88
Kalkaska	1,441	52	130	212,070.93	22	23	74,984.00

\* Monthly average is less than one-half case

Note: Case and recipient data, by county, may not add to entire state due to rounding.

# County Statistics — FY 2002

County	Total Recipients of FIP, SA, SER EA, FS	FIP			State Assistance		
		Cases	Recipients	Payments	Cases	Recipients	Payments
Kent	39,945	4,149	10,540	20,247,968.44	515	515	1,040,603.44
Keweenaw	134	5	15	22,842.74	3	3	9,812.00
Lake	1,669	138	346	588,166.42	32	32	102,496.00
Lapeer	3,449	245	625	1,112,122.00	46	47	115,642.30
Leelanau	737	34	68	135,862.01	10	10	32,126.00
Lenawee	5,402	413	983	1,752,182.11	41	44	131,066.50
Livingston	2,486	129	275	566,675.19	36	36	115,852.00
Luce	759	54	130	221,362.64	3	3	9,152.00
Mackinac	516	32	71	128,602.28	7	7	20,774.00
Macomb	29,005	1,994	4,973	9,234,408.05	372	383	1,110,694.74
Manistee	2,016	109	269	473,093.87	22	22	71,237.00
Marquette	3,755	239	581	1,045,185.21	79	79	179,441.00
Mason	2,536	173	452	788,746.64	17	17	52,052.00
Mecosta	4,108	235	584	1,005,108.70	35	36	109,144.50
Menominee	1,842	120	304	493,445.47	30	31	99,369.00
Midland	4,254	279	699	1,274,393.32	81	81	296,542.00
Missaukee	Missaukee and Wexford Counties are in a single location, and data is reported under Wexford County.						
Monroe	6,600	574	1,435	2,761,404.51	104	105	420,100.60
Montcalm	4,537	308	761	1,346,215.55	39	39	130,654.50
Montmorency	1,070	52	148	255,231.94	16	17	56,091.50
Muskegon	20,292	2,430	6,487	11,422,926.60	126	127	428,434.15
Newaygo	4,467	303	742	1,356,506.28	40	40	145,776.70
Oakland	38,412	3,114	8,062	14,706,109.42	594	603	1,413,606.48
Oceana	3,212	238	646	1,108,481.77	20	20	68,782.00
Ogemaw	2,701	175	453	712,079.33	27	27	90,319.51
Ontonagon	549	45	126	198,078.73	5	5	15,676.00
Osceola	2,325	166	407	721,770.95	20	20	77,480.50
Oscoda	1,021	64	169	285,692.32	13	13	45,795.50
Otsego	1,722	78	197	359,706.01	11	11	33,053.62
Ottawa	6,780	436	1,055	2,000,582.89	70	71	180,828.70
Presque Isle	776	40	86	156,783.42	12	12	34,716.00
Roscommon	3,017	182	491	850,405.19	30	31	119,903.60
Saginaw	25,357	3,338	9,418	16,018,214.43	145	146	507,081.79
St Clair	11,155	907	2,386	4,338,054.08	145	145	463,800.50
St Joseph	5,228	344	866	1,554,726.14	37	37	131,678.00
Sanilac	3,699	215	561	968,622.61	33	33	111,895.00
Schoolcraft	887	45	115	210,135.58	7	8	27,224.66
Shiawassee	4,669	305	769	1,343,241.00	15	15	49,912.00
Tuscola	3,878	252	663	1,126,560.78	29	30	106,805.00
Van Buren	8,286	639	1,659	3,007,296.26	53	55	205,824.25
Washtenaw	11,135	1,031	2,627	5,068,061.54	160	165	403,401.17
Wayne	254,797	29,807	87,877	148,630,082.44	2,824	2,828	7,631,818.92
Wexford (Incl Missaukee)	4,493	283	709	1,259,156.11	35	35	139,611.00

# County Statistics —

## FY 2002

County	State-Funded State Emergency Relief		Food Assistance		
	Cases	Payments	Cases	Recipients	Payments
Entire State	582	\$3,007,928.44	326,699	748,421	\$647,849,679
Alcona	1	9,980.34	373	877	720,914
Alger	*	2,505.12	254	556	437,655
Allegan	2	10,287.93	2,090	4,982	4,169,756
Alpena	1	7,247.34	1,477	3,086	2,565,426
Antrim	1	10,160.81	480	1,075	840,256
Arenac	1	6,532.89	795	1,805	1,530,281
Baraga	1	803.87	250	521	426,661
Barry	2	21,647.02	1,245	2,880	2,448,049
Bay	7	23,610.94	4,152	9,199	7,761,440
Benzie	2	15,644.22	328	727	581,610
Berrien	11	44,035.69	7,018	16,554	13,988,626
Branch	5	12,412.34	1,272	2,926	2,404,001
Calhoun	15	57,878.98	5,933	12,981	11,028,045
Cass	5	28,541.56	1,863	4,559	3,952,557
Charlevoix	1	6,502.92	544	1,136	866,602
Cheboygan	2	12,777.90	880	2,176	1,825,799
Chippewa	3	8,789.78	1,165	2,725	2,335,068
Clare	3	17,920.21	1,659	3,782	3,250,020
Clinton	2	10,973.45	893	2,016	1,765,127
Crawford	1	3,783.08	575	1,416	1,119,153
Delta	8	34,642.13	1,473	3,184	2,763,401
Dickinson	2	6,541.19	733	1,512	1,261,781
Eaton	5	28,479.07	1,960	4,578	3,854,555
Emmet	1	9,767.58	677	1,265	999,521
Genesee	60	240,632.05	21,562	51,688	47,006,471
Gladwin	1	7,856.46	1,007	2,228	1,851,653
Gogebic	5	16,392.91	736	1,534	1,274,032
Grand Traverse	2	16,505.17	1,535	3,176	2,551,905
Gratiot	2	6,977.27	1,157	2,766	2,155,157
Hillsdale	2	13,862.72	1,171	2,908	2,371,789
Houghton	6	20,548.85	1,312	2,602	2,207,553
Huron	1	4,451.73	1,090	2,433	2,081,253
Ingham	54	210,138.14	9,395	21,235	18,666,516
Ionia	4	22,842.90	1,598	3,724	3,092,445
Iosco	3	15,752.06	1,168	2,737	2,403,099
Iron	4	15,238.59	475	921	729,893
Isabella	4	19,529.75	1,697	3,698	3,262,240
Jackson	10	53,984.99	4,941	11,744	10,049,955
Kalamazoo	23	123,481.12	7,895	17,752	15,380,529
Kalkaska	2	12,836.03	594	1,399	1,104,023

\* Monthly average is less than one-half case

Note: Case and recipient data, by county, may not add to entire state due to rounding.

# County Statistics — FY 2002

County	State-Funded State Emergency Relief		Food Assistance		
	Cases	Payments	Cases	Recipients	Payments
Kent	34	175,004.88	17,332	39,601	34,184,460
Keweenaw	1	6,011.59	62	132	99,744
Lake	1	10,747.81	798	1,667	1,388,341
Lapeer	1	5,717.10	1,404	3,351	2,762,419
Leelanau	1	4,249.99	278	710	566,752
Lenawee	3	20,421.78	2,272	5,254	4,300,078
Livingston	1	4,113.64	1,173	2,410	2,009,958
Luce	2	9,061.42	338	748	599,642
Mackinac	1	3,992.13	205	494	380,627
Macomb	13	68,593.76	13,577	28,435	24,601,291
Manistee	3	17,951.43	935	1,988	1,675,817
Marquette	7	25,299.89	1,782	3,684	3,203,102
Mason	3	21,672.04	1,061	2,505	2,010,098
Mecosta	2	11,563.29	1,763	4,051	3,457,261
Menominee	1	5,527.54	844	1,808	1,623,086
Midland	4	23,255.91	1,887	4,158	3,417,638
Missaukee	Missaukee and Wexford Counties are in a single location, and data is reported under Wexford County				
Monroe	5	27,083.79	2,781	6,398	5,432,189
Montcalm	4	37,643.94	1,899	4,482	3,744,150
Montmorency	1	5,493.64	501	1,063	892,233
Muskegon	17	130,993.40	8,740	20,206	17,680,188
Newaygo	5	37,011.05	1,782	4,379	3,536,104
Oakland	15	82,864.25	18,303	37,604	31,900,391
Oceana	1	5,962.94	1,208	3,174	2,461,370
Ogemaw	3	14,287.74	1,210	2,686	2,262,856
Ontonagon	1	8,410.44	272	544	424,687
Osceola	1	10,170.07	957	2,300	1,916,811
Oscoda	1	4,507.77	444	1,014	837,761
Otsego	1	5,493.01	720	1,698	1,335,786
Ottawa	2	12,349.70	2,821	6,616	5,557,029
Presque Isle	1	3,107.58	395	757	584,723
Roscommon	4	36,515.46	1,318	2,987	2,620,234
Saginaw	21	89,939.89	10,431	25,303	21,502,977
St Clair	12	57,460.81	4,923	10,891	9,506,307
St Joseph	5	28,990.22	2,163	5,091	4,516,720
Sanilac	3	16,166.71	1,512	3,601	3,076,201
Schoolcraft	1	5,080.16	404	862	710,566
Shiawassee	4	28,201.12	1,986	4,608	3,967,165
Tuscola	3	15,372.15	1,533	3,808	3,084,588
Van Buren	6	45,207.20	3,356	8,170	6,917,140
Washtenaw	5	32,017.81	5,110	11,030	9,535,077
Wayne	114	621,355.92	108,925	254,681	224,835,686
Wexford (Incl Missaukee)	6	40,560.37	1,874	4,410	3,645,609

# County Statistics — FY 2002

County	SSI		Home Help	
	Recipients	Payments	Recipients	Payments
Entire State			40,842	\$163,021,657.49
Alcona			48	212,200.79
Alger			28	129,938.62
Allegan	This information was not available at the time of this report.		206	773,154.39
Alpena			277	1,484,731.83
Antrim			62	300,021.26
Arenac			117	380,277.93
Baraga			55	283,613.58
Barry			136	733,481.28
Bay			569	1,857,687.20
Benzie			57	389,006.78
Berrien			584	2,058,146.60
Branch			122	534,772.90
Calhoun			414	1,882,920.85
Cass			129	524,294.98
Charlevoix			134	521,465.38
Cheboygan			149	723,674.33
Chippewa			154	533,004.50
Clare			134	509,018.43
Clinton			97	526,620.18
Crawford			69	323,754.53
Delta			186	873,205.27
Dickinson			96	422,856.54
Eaton			207	1,052,563.98
Emmet			132	506,742.13
Genesee			2,196	10,352,595.60
Gladwin			119	493,371.36
Gogebic			59	136,169.98
Grand Traverse			99	581,922.71
Gratiot			104	352,399.56
Hillsdale			119	456,810.11
Houghton			122	520,915.67
Huron			102	376,796.35
Ingham			991	4,641,101.58
Ionia			138	651,883.87
Iosco			110	511,483.07
Iron			88	354,536.31
Isabella			292	1,291,068.12
Jackson			511	2,208,176.00
Kalamazoo			988	4,219,306.98
Kalkaska			65	316,759.91

\* Monthly average is less than one-half case

Note: Case and recipient data, by county, may not add to entire state due to rounding.



# County Statistics — FY 2002

County	SSI		Home Help	
	Recipients	Payments	Recipients	Payments
Kent			1,515	6,108,459.78
Keweenaw			7	28,799.91
Lake			118	373,906.86
Lapeer			141	512,046.88
Leelanau			25	117,300.82
Lenawee			211	1,064,227.71
Livingston			177	813,560.04
Luce			26	119,914.40
Mackinac			23	112,760.83
Macomb			2,166	9,477,112.19
Manistee			210	922,489.17
Marquette			247	902,111.50
Mason			69	160,875.50
Mecosta			198	787,939.56
Menominee			156	656,053.77
Midland			318	2,794,151.66
Missaukee	Missaukee and Wexford Counties are in a single location, and data is reported under Wexford County			
Monroe				
Montcalm			196	816,791.19
Montmorency			57	277,186.96
Muskegon			592	2,186,595.71
Newaygo			248	1,002,020.70
Oakland			3,383	10,743,024.48
Oceana			112	494,208.19
Ogemaw			256	1,241,522.04
Ontonagon			43	184,884.45
Osceola			131	502,103.34
Oscoda			54	239,135.10
Otsego			85	450,455.05
Ottawa			248	1,229,853.87
Presque Isle			59	238,158.48
Roscommon			121	577,883.72
Saginaw			966	4,741,666.57
St Clair			502	2,244,014.34
St Joseph			159	670,974.97
Sanilac			169	831,330.50
Schoolcraft			67	279,366.86
Shiawassee			198	811,284.69
Tuscola			137	695,728.35
Van Buren			342	1,358,327.10
Washtenaw			688	4,071,332.82
Wayne			15,696	55,392,187.15
Wexford (Incl Missaukee)			210	830,487.71

# Local Office Directory

**Alcona County FIA**  
205 N. State St.  
P. O. Box 586  
Harrisville, MI 48740  
(989) 724-6291

**Alger County FIA**  
101 Court St.  
Munising, MI 49862  
(906) 387-4440

**Allegan County FIA**  
2233 33rd St.  
Allegan, MI 49010  
(269) 673-7700

**Alpena County FIA**  
711 W. Chisholm  
Alpena, MI 49707  
(989) 354-7200

**Antrim County FIA**  
205 E. Cayuga St.  
P. O. Box 316  
Bellaire, MI 49615  
(231) 533-8664

**Arenac County FIA**  
3709 Deep River Rd.  
Standish, MI 48658  
(989) 846-4551

**Baraga County FIA**  
108 Main St.  
P. O. Box 10  
Baraga, MI 49908  
(906) 353-4700

**Barry County FIA**  
430 Barfield Dr.  
Hastings, MI 49058  
(269) 948-3200

**Bay County FIA**  
1399 W. Center Rd.  
Essexville, MI 48732  
(989) 895-2100

**Benzie County FIA**  
Government Center  
P. O. Box 114  
448 Court Plaza  
Beulah, MI 49617  
(231) 882-4443

**Berrien County FIA**  
401 Eighth St.  
P. O. Box 1407  
Benton Harbor, MI 49023  
(269) 934-2000

**Branch County FIA**  
388 Keith Wilhelm Dr.  
Coldwater, MI 49036  
(517) 279-4200

**Calhoun County FIA**  
190 E. Michigan Ave.  
P. O. Box 490  
Battle Creek, MI 49016-0490  
(269) 966-1284

**Cass County FIA**  
325 M-62  
Cassopolis, MI 49031-1056  
(269) 445-0200

**Charlevoix County FIA**  
6479 M-66  
P. O. Box 37  
Charlevoix, MI 49720  
(231) 547-4471

**Cheboygan County FIA**  
827 S. Huron St.  
Cheboygan, MI 49721-2209  
(231) 627-8500

**Chippewa County FIA**  
463 E. 3 Mile Rd.  
Sault Ste. Marie, MI 49783  
(906) 632-3376

**Clare County FIA**  
725 Richard Dr.  
Harrison, MI 48625  
(989) 539-4260

**Clinton County FIA**  
201 W. Railroad St.  
St. Johns, MI 48879  
(989) 224-5500

**Crawford County FIA**  
230 Huron  
Grayling, MI 49738  
(989) 348-7691

**Delta County FIA**  
2940 College Ave.  
Escanaba, MI 49829-9596  
(906) 786-5394

**Dickinson County FIA**  
1238 Carpenter Ave.  
Iron Mountain, MI 49801  
(906) 774-1484

**Eaton County FIA**  
1050 Independence Blvd.  
Charlotte, MI 48813  
(517) 543-0860

**Emmet County FIA**  
2229 Summit Park Drive  
Petoskey, MI 49770  
(231) 348-1600

**Genesee County FIA\***  
125 E. Union St.  
P. O. Box 1620  
Flint, MI 48501  
(810) 760-2200

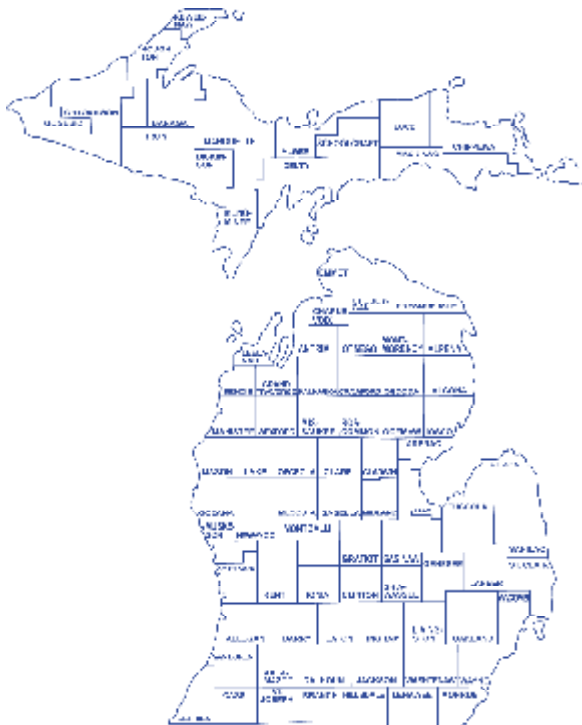
**Gladwin County FIA**  
250 N. State St.  
Gladwin, MI 48624  
(989) 426-3300

**Gogebic County FIA**  
301 E. Lead St.  
Bessemer, MI 49911  
(906) 663-6200

**Grand Traverse County FIA**  
920 Hastings St.  
P. O. Box 1250  
Traverse City, MI 49685  
(231) 941-3900

**Gratiot County FIA**  
201 Commerce Dr.  
Ithaca, MI 48847  
(989) 875-5181

The FIA has local offices serving every county  
and multiple offices in large counties.



**Hillsdale County FIA**  
40 Care Drive  
Hillsdale, MI 49242-1096  
(517) 439-2200

**Houghton County FIA**  
P. O. Box 630  
200 Quincy St.  
Hancock, MI 49930  
(906) 482-0500

**Huron County FIA**  
1911 Sand Beach Rd.  
Bad Axe, MI 48413  
(989) 269-9201

**Ingham County FIA**  
5303 S. Cedar St.  
P. O. Box 30088  
Lansing, MI 48909  
(517) 887-9400

**Ionia County FIA**  
920 E. Lincoln  
P. O. Box 506  
Ionia, MI 48846  
(616) 527-5200

**Iosco County FIA**  
2145 E. Huron Rd.  
East Tawas, MI 48730  
(989) 362-0300

**Iron County FIA**  
337 Brady Ave.  
P. O. Box 250  
Caspian, MI 49915  
(906) 265-9958

**Isabella County FIA**  
1475 S. Bamber Rd.  
Mt. Pleasant, MI 48858  
(989) 772-8400

**Jackson County FIA**  
P. O. Box 3007  
301 E. Louis Glick Hwy.  
Jackson, MI 49204  
(517) 780-7400

**Kalamazoo County FIA**  
322 E. Stockbridge Ave.  
Kalamazoo, MI 49001  
(269) 337-4900

**Kalkaska County FIA**  
503 N. Birch St.  
Kalkaska, MI 49646  
(231) 258-8606

**Kent County FIA**  
415 Franklin S.E.  
Grand Rapids, MI 49507  
(616) 247-6000

**Keweenaw County FIA**  
P. O. Box 630  
200 Quincy St.  
Hancock, MI 49930  
(906) 337-3302

**Lake County FIA**  
5653 M-37  
Baldwin, MI 49304  
(231) 745-8159

**Lapeer County FIA**  
1505 Suncrest Dr.  
P. O. Box 400  
Lapeer, MI 48446  
(810) 667-0801

**Leelanau County FIA**  
7322 E. Duck Lake Rd.  
Lake Leelanau, MI 49653  
(231) 256-6100

**Lenawee County FIA**  
1040 S. Winter St.  
Suite 3013  
Adrian, MI 49221  
(517) 264-6300

**Livingston County FIA**  
2300 E. Grand River, Suite 1  
Howell, MI 48843  
(517) 548-0200

**Luce County FIA**  
500 W McMillan  
P. O. Box 27  
Newberry, MI 49868  
(906) 293-5144

**Mackinac County FIA**  
199 Ferry Lane  
St. Ignace, MI 49781  
(906) 643-9550

**Macomb County FIA**  
19700 Hall Rd., Suite A  
Clinton Township, MI 48038-1478  
(586) 412-6100

**Manistee County FIA**  
1672 U. S. 31 South  
Manistee, MI 49660  
(231) 723-8375

**Marquette County FIA**  
234 W. Baraga Ave.  
Courthouse Annex  
Marquette, MI 49855  
(906) 228-9691

**Mason County FIA**  
915 Diana st.  
Ludington, MI 49431  
(231) 845-7391

**Mecosta County FIA**  
800 Water Tower Rd.  
Big Rapids, MI 49307  
(231) 796-4300

**Menominee County FIA**  
2612 Tenth St.  
Menominee, MI 49858  
(906) 863-9965

**Midland County FIA**  
1509 Washington, Suite A  
P. O. Box 1609  
Midland, MI 48641  
(989) 839-1100

**Missaukee County FIA**  
P. O. Box 309  
10641 W. Watergate Rd.  
Cadillac, MI 49601  
(231) 779-4500

**Monroe County FIA**  
1051 S. Telegraph  
Monroe, MI 48161  
(734) 243-7200

**Montcalm County FIA**  
609 N. State  
P. O. Box 278  
Stanton, MI 48888  
(989) 831-8400

**Montmorency County FIA**  
11636 M-32 West  
P. O. Box 427  
Atlanta, MI 49709  
(989) 785-4218

**Muskegon County FIA**  
2700 Baker St.  
P. O. Box 4290  
Muskegon Heights, MI 49444  
(231) 733-3700

**Newaygo County FIA**  
1018 Newell st.  
P. O. Box 640  
White Cloud, MI 49349  
(231) 689-5500

**Oakland County FIA**  
41000 Woodward Ave.  
Stoneridge E. Suite 200  
Bloomfield Hills, MI 48304-2263  
(248) 975-4800

**Oceana County FIA**  
4081 W. Polk Rd.  
P. O. Box 70  
Hart, MI 49420  
(231) 873-7251

**Ogemaw County FIA**  
444 E. Houghton Ave.  
P. O. Box 307  
West Branch, MI 48661  
(989) 345-5135

**Ontonagon County FIA**  
730 S. Seventh St.  
Ontonagon, MI 49953  
(906) 884-4951

**Osceola County FIA**  
220 E. Church st.  
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Reed City, MI 49677  
(231) 832-4100

**Oscoda County FIA**  
200 W. Fifth St.  
P. O. Box 849  
Mio, MI 48647  
(989) 826-4000

**Otsego County FIA**  
800 Livingston Blvd.  
Suite 3A  
Gaylord, MI 49735  
(989) 732-1702

**Ottawa County FIA**  
12185 James St.  
Holland, MI 49424  
(616) 394-7200

**Presque Isle County FIA**  
1242 W. Third St.  
Rogers City, MI 49779  
(989) 734-2108

**Roscommon County FIA**  
111 Union St.  
P. O. Box 179  
Roscommon MI 48653  
(989) 275-5107

**Saginaw County FIA**  
411 E. Genesee  
P. O. Box 5070  
Saginaw, MI 48605-9931  
(989) 758-1500

**St. Clair County FIA**  
220 Fort St.  
Port Huron, MI 48060  
(810) 966-2000

**St. Joseph County FIA**  
692 E. Main St.  
Centreville, MI 49032  
(269) 467-1200

**Sanilac County FIA**  
515 S. Sandusky Rd.  
Sandusky, MI 48471  
(810) 648-4420

**Schoolcraft County FIA**  
Courthouse — Room 175A  
300 Walnut St.  
Manistique, MI 49854  
(906) 341-2114

**Shiawassee County FIA**  
1975 W. Main  
Suite 1  
Owosso, MI 48867  
(989) 725-3200

**Tuscola County FIA**  
1365 Cleaver Rd.  
Caro, MI 48723  
(989) 673-9100

**Van Buren County FIA**  
57150 C. R. 681  
P. O. Box 7  
Hartford, MI 49057  
(269) 621-2800

**Washtenaw County FIA**  
22 Center St.  
Ypsilanti, MI 48918-9965  
(734) 481-2000

**Wayne County FIA**  
Cadillac Place  
3040 W. Grand Blvd.  
Suite 5-650  
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